



MEMORANDUM

TO: All Departments, Boards, Commissions and Elected Officials DATE: November 30, 1992

FROM: Frank M. Jordan *[Signature]*
Mayor
Rudolf Nothenberg
Chief Administrative Officer

DOCUMENTS DEPT.

MAY 9 1994

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RE: Citywide Accessibility Policies

In order to assure that all departments comply with the requirements of Section 504 of the Rehabilitation Act of 1973 (Section 504) and with the Americans with Disabilities Act (ADA) of 1990, the Mayor and the Chief Administrative Officer have adopted the attached Accessible Meeting Policy, Notice of Rights Under the ADA, and Grievance Procedure for citywide use. The policies are summarized briefly below.

The **Accessible Meeting Policy** (Attachment 1) requires all City departments to include certain information on their meeting notices and agenda relating to accessibility. The required information includes notice that sign language interpreters will be provided upon request and notice that attendees will be asked not to wear perfume or scented products. The meeting policy also explains the features and procedures that can constitute accessibility in the context of public meetings.

The **Notice of Rights Under The ADA** (Attachment 2) complies with the ADA's requirement that all public entities "make available to applicants, participants, beneficiaries, and interested persons, information regarding the provisions of this part and its applicability to the services, programs or activities of the public entity." Every department is responsible for providing this notice to its employees, applicants and to the public. This notice must also be available in alternative formats.

Finally, the **Grievance Procedure** (Attachment 3) is designed to comply with the ADA's requirement that all public entities that employ more than fifty (50) people adopt and publish "grievance procedures providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by this part." Our Grievance Procedure requires that complaints of discrimination based on disability be handled by the departmental ADA coordinator with assistance from the Mayor's Disability Coordinator and the City Attorney's Office. The Mayor's Disability Coordinator will review responses to such complaints before they are issued.

Paul Imperiale, the Mayor's Disability Coordinator, will conduct training sessions for all departmental ADA Coordinators on these three policies during the second week of December. Mr. Imperiale will provide advice and technical assistance in implementing the policies and he will answer any questions you may have. You will receive a notice shortly setting forth the training dates. All departmental ADA Coordinators must attend.

If you have any questions, please contact Paul Imperiale at 554-8925 or Miriam Morley, City Attorney's Office at 554-4263.

Attachments

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ACCESSIBLE MEETING POLICY

To ensure the participation of the disabled public in all departmental public meetings and hearings, the following seven items concerning accessibility must be included in all public meeting notices and agendas.

1. American sign language interpreters will be available upon request. Please contact _____ at _____, at least 72 hours prior to meeting/hearing. (The bureau or department ADA Coordinator should be the contact person.) Late requests will be honored if possible.
2. A sound enhancement system will be available upon request at the meeting or hearing. Please contact _____ at _____, at least 72 hours prior to the meeting/hearing. (Again, the bureau or department ADA coordinator should be the contact person.) Late requests will be honored if possible. 
3. Minutes of the meeting or hearing are available in alternative formats. If you require the use of a reader during the meeting, please contact _____ at _____, at least 72 hours in advance of need.
4. To allow individuals with environmental illness or multiple chemical sensitivity to attend the meeting or hearing, individuals are requested to refrain from wearing perfume or other scented products.

5. The meeting/hearing will be held at _____. The closest accessible BART station is located at _____. Accessible MUNI lines serving this location are _____. For information about MUNI accessible services call 923-6142.
6. There is accessible parking available at the following locations: _____
7. Accessible seating for persons with disabilities (including those using wheelchairs) will be available.



For a disabled person who is deaf or hearing impaired to gain information about the meeting prior to any meeting or hearing, each department should, if possible, have a TDD (Telecommunications Device for the Deaf) available. The staff person answering the phones should be trained in the use of this equipment. An information sheet is attached regarding TDD's. In addition, the California Telephone Relay Service can be used by individuals with hearing and speech impairments to call City bureaus and departments that do not have TDD and is available by calling 1-(800)-735-2922

Outreach to disability specific organizations regarding public meetings should be made to ensure participation of disabled. The international accessibility symbol should be used to indicate that accessible amenities (restrooms, telephones, drinking fountains) are present.



The international hearing symbol must be used when a sound enhancement system is available.



If your meeting room does not have a sound enhancement system please contact Paul Imperiale at 554-8925 (voice) or 554-8749 (TDD) to inquire about a portable system. The international accessibility symbol, as modified below, should be used to indicate that the meeting site has accessible parking.

Sign language interpreters have typical hourly fees of \$40.00. The interpreter must be certified as "ASL Proficient." Meetings over two hours in length will require two interpreters to allow for rotation. You may wish to reserve the seats close to the sign interpreter for use by those who have requested the interpreter's presence.

In order to assist all departments, agencies, boards and commissions in conducting accessible public meetings and hearings, we have attached a checklist (see Appendix A) that describes some of the features that permit full participation by disabled individuals in public meetings. In addition to the items listed on Appendix A, you should consider whether, if a microphone is provided for speakers, its height and location are appropriate for disabled individuals. Finally, we have enclosed a description of the available alternative formats for materials presented at public meetings. (See Appendix B.) If you have any questions about the issues presented in this memorandum, or if you need additional guidance on how to ensure that your meetings are accessible, please contact:

Paul Imperiale
Mayor's Disability Coordinator
10 United Nations Plaza, Suite 600
San Francisco CA 94102

Telephone: (415) 554-8925 (Voice)
(415) 554-8749 (TDD)
(415) 554-8769 (FAX)

or

Mariam M. Morley
Office of the City Attorney
Room 206, City Hall
San Francisco CA 94102

Telephone 554-4263
554-7716 (FAX)

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MEETING SITE CHECKLIST FOR PROGRAM ACCESSIBILITY

AN ACCESSIBLE MEETING SITE GENERALLY HAS:

- A. Reserved parking spaces clearly marked with the access symbol.
- B. Unobstructed path of travel from parking space to curb cut to building entrance. No stairs at primary entrance.
- C. Building entrance at least 32" minimum width, at a level platform.
- D. Corridors with at least 36" clearance width, free of obstructions.
- E. Meeting room on building entry floor or accessible by elevator.
Walking distance from the elevator or entry should be kept to a minimum.
- F. Meeting room entry with 32" minimum clearance width. (In theatre style seating, one chair could be removed from every other row adjacent to the aisle to allow selection of seating by wheelchair users.)
- G. Drinking fountain bubbler no higher than 32" from the floor. Faucet should have lever hardware.
- H. Telephone controls no higher than 48" from the floor.
- I. Directional signs in large print and braille.

Appendix A

J. Brailled numbers on elevator control panels.

K. Accessible restroom facilities:

- * All entries free from obstructions
- * Restroom stall door swings outward to provide at least 32" minimum clearance width
- * Grab bars in stall
- * Raised commode 17-19" from floor
- * Basin with 29" clearance underneath and wrapped water pipes
- * Towel rack and mirrors no higher than 40" from the floor
- * 12" equilateral triangle on door or circle to denote men's or women's room

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MEETING MATERIALS/SERVICES IN ALTERNATIVE FORMATS

- A. Braille is a system of exact translation of printed letters into raised dots which can be read by fingertips. There are two grades of braille commonly used: Grade 1 translates every single character, while Grade 2 is a shorthand-like translation. Grade 2 is preferred by most consumers.
- B. Large print is print enlarged for persons with visual disabilities. On the personal computer font size of 18 to 24 point will produce large print. For printers and typewriters, there are large print wheels that will produce large print. For directional signs and door markings, raised letters and numerals 5/8" high or larger should be used.
- C. Audiotaped materials can be produced by a reader/recorder who records written material according to specific standards set by the Library of Congress Talking Book Program.
- D. Computer diskette is another format which can be utilized by visually impaired individuals who have access to computers with voice output and/or text enlargement capabilities.

Appendix B

- E. Transcription services are provided by a typist who types aurally presented material in typewritten form. The user sits beside the transcriber and reads the typed text.
- F. Assistive listening devices (sound enhancement systems) are devices that amplify sound. A transmitter hooked into the public address system and transmits sound waves. The user receives the waves through a small receiver and can adjust amplified sound to his/her needs.
- G. Open and closed captioning provides written text on the lower portion of the screen of films, videotapes, slides, public service announcements, and any other audiovisual programming.
- H. Telecommunication Device for the Deaf (TDD), sometimes called TTY, is a telephone communications unit that an individual uses by typing words in place of using his or her voice.

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- * Providing or modifying equipment or devices.
- * Job restructuring.
- * Part-time or modified work schedules
- * Reassignment to vacant position
- * Adjusting or modifying examinations, training materials, or policies
- * Providing readers and sign language interpreters
- * Making the work place readily accessible to and useable by people with disabilities.

An employer must provide reasonable accommodation unless doing so would pose an undue hardship.

Am I protected if I exercise my rights under the ADA, or encourage someone else to do so?

Coercion, intimidation, retaliation, threatening or interfering with any individual who exercises his or her rights under the ADA is prohibited. These same protections extend to any individual who assists or supports anyone else in exercising their civil rights.

What can I do if I believe a violation of the ADA has occurred?

Consistent with ADA requirements, the City and County of San Francisco has established a grievance procedure to address questions or complaints regarding discrimination based on disability.

Mr. Paul Imperiale, the Mayor's Disability Coordinator, has been designated to coordinate the City's ADA compliance efforts. Complaints about City services, program and activities and requests for copies of our Grievance Procedure can be directed to Mr. Imperiale at:

10 United Nations Plaza, Suite 600
San Francisco, CA 94102

Telephone: (415) 554-8925 (voice)
(415) 554-8749 (TDD)
(415) 554-8769 (FAX)

Requests for accommodation in employment tests should be directed to:

Civil Service Commission
Examination Unit
San Francisco, CA 94102
(415) 554-4273

Current employees requesting accommodation should contact their designated departmental representative.

Other employment-related complaints should be directed to:

Civil Service Commission
Equal Employment Opportunity Unit
Attn: Manager for Equal Employment Opportunity Program
Room 151 City Hall
San Francisco, CA 94102
(415) 554-4736

ATTACHMENT 2

YOUR RIGHTS UNDER
THE AMERICANS WITH
DISABILITIES ACT IN
PROGRAMS, ACTIVITIES,
SERVICES AND EMPLOYMENT

Prepared by the Mayor's Office with the
assistance of the City Attorney

CITY AND COUNTY OF SAN FRANCISCO

NOVEMBER 1992

What is The Americans with Disabilities Act (ADA)?

The ADA gives civil rights protections to individuals with disabilities that are like those provided to individuals on the basis of race, sex, national origin, and religion.

It guarantees equal opportunity for individuals with disabilities in employment, access to public accommodations, transportation, State and local government services, and communications.

What is the City and County of San Francisco's Policy Regarding ADA?

It is the policy of the City and County of San Francisco that employment opportunities, programs, activities, services, facilities and communication systems be fully accessible to people with disabilities consistent with the ADA requirements.

Who is Protected by the ADA?

The Americans with Disabilities Act provides comprehensive civil rights protections for "individuals with disabilities". To be protected under the ADA, you must have, have a record of, or be regarded as having a substantial mental or physical impairment. A substantial impairment is one that significantly limits or restricts a major life activity such as hearing, seeing, speaking, walking, breathing, performing manual tasks, caring for oneself, learning or working. People

who associate with "individuals with disabilities" are also protected.

What does the term "Accessible" mean under the ADA?

Public entities like the City and County of San Francisco must meet the standard of program accessibility. In other words, all its programs, activities and services must be available to and useable by people with disabilities unless doing so would pose an undue financial or administrative burden or would result in a fundamental alteration in the nature of the services provided.

Examples of actions that might be required in order to provide program accessibility (according to the U.S. Justice Department) include providing a sign language interpreter at a public meeting, relocating inaccessible services to an accessible location, or making the restrooms accessible at a neighborhood community center. Program accessibility does not necessarily require the removal of architectural barriers from existing buildings and facilities as long as the programs and services provided can be offered in an accessible manner. Under the ADA, newly constructed or altered portions of buildings and facilities must be made architecturally accessible.

How does the ADA relate to Employment?

If you have a disability, you must also be qualified to perform the essential functions or duties of a job, with reasonable accommodation if necessary, in order to be

protected from job discrimination by the ADA. This means two things. First, you must satisfy the employer's requirements for the job, such as education, employment experience, skills or licenses. Second, you must be able to perform the essential functions of the job with or without reasonable accommodation. Essential functions are the fundamental job duties that you must be able to perform on your own or with the help of a reasonable accommodation. An employer cannot refuse to hire you because your disability prevents you from performing non-essential duties.

While the ADA prohibits discrimination, it does not require affirmative action. Therefore, an employer is free to hire the most qualified applicant.

What is Reasonable Accommodation?

Reasonable accommodation is any change or adjustment to a job or work environment that permits a qualified applicant or employee with a disability to participate in the job application process, to perform the essential functions of a job, or to enjoy benefits and privileges of employment equal to those enjoyed by employees without disabilities. Examples of reasonable accommodation given by the U.S. Equal Employment Opportunity Commission are:



GRIEVANCE PROCEDURE FOR COMPLAINTS ALLEGING ACTIONS PROHIBITED BY
SECTION 504 OF THE REHABILITATION ACT OF 1973 AND THE AMERICANS WITH
DISABILITIES ACT OF 1990

The City and County of San Francisco has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging noncompliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990.

I. CITY PROGRAMS, SERVICES OR ACTIVITIES

Complaints concerning access to City programs, services or activities should be addressed to the ADA coordinator for the department responsible for the program service or activity at issue. (A list of ADA coordinators for all City departments is attached to this policy as Appendix A.) If the complainant cannot identify or contact the appropriate department or the designated ADA coordinator for that department, he/she should contact:

Paul Imperiale, Mayor's Disability Coordinator
10 United Nations Plaza, Suite 600
San Francisco CA 94102
554-8925 (Voice), 554-8749 (TDD), 554-8769 (FAX)

- A. A complaint should be filed in writing or, when necessary, in another format that accommodates the complainant's disability. The complaint should contain the complainant's name, address and phone number, a detailed description of the incident or condition, the location, date and time of the incident, and the names of any witnesses to the incident or condition.
- B. A complaint should be filed within 30 days after the complainant becomes aware of the alleged violation.
- C. Upon receipt of a complaint, the departmental ADA Coordinator will forward a copy to the Mayor's Disability Coordinator and to the City Attorney's Office. The departmental ADA Coordinator will then conduct an investigation, if appropriate. The departmental ADA Coordinator may seek the assistance of the Mayor's Disability Coordinator or the City Attorney in investigating and responding to the complaint. These rules contemplate informal but thorough investigations that afford all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

- D. Within 45 days of the filing of the complaint, the departmental ADA coordinator will provide a written response to the complainant. That response must be approved by the Mayor's Disability Coordinator before it is sent to the complainant. Upon request, the response will be in an alternative format accessible to the complainant. A copy of the approved response will be forwarded to the Mayor's Disability Coordinator and to the City Attorney.
- E. If the departmental ADA coordinator cannot complete the response to the complainant within 45 days, he/she shall notify the complainant within the 45-day period as to when the response will be completed. The departmental ADA Coordinator will forward a copy of this notice to the Mayor's Disability Coordinator.
- F. The Mayor's Disability Coordinator will maintain a file relating to each complaint and the response thereto and will maintain that file for five years.
- G. The complainant can request reconsideration of the complaint if he or she is dissatisfied with the resolution. The request for reconsideration should be addressed to the departmental ADA coordinator in writing, or in an alternative format accessible to the complainant, within ten days of the issuance of the City's response to the complaint.
- H. The ADA coordinator will respond to any request for consideration within 15 days of receiving the request. The ADA coordinator's response must be approved by the Mayor's Disability Coordinator. The departmental ADA coordinator will forward a copy of the approved response to the request for reconsideration to the Mayor's Disability Coordinator and to the City Attorney.
- I. These rules will be construed to protect the substantive rights of interested persons, and to assure that the City and County of San Francisco complies with section 504 and the ADA and their implementing regulations.

II. EMPLOYMENT

Complaints alleging discrimination against applicants or employees on the basis of disability should be addressed to:

Civil Service Commission
Equal Employment Opportunity Unit
Attn: Manager for Equal Employment
Opportunity Program
Room 151, City Hall
San Francisco, CA 94102

(415) 554-4736 (Voice)
(415) 554-4600 (TDD)

Such complaints will be handled in accordance with the procedures set forth in Civil Service Rule 1(F) to review and resolve allegations of discrimination. A copy of Rule 1(F) is attached this procedure as Appendix B.

Current employees requesting accommodation due to a disability should contact their department's designee for processing accommodation requests. (A list of the department designees is attached to this policy as Appendix C.)

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Kevin Foster	Board of Parole Commissioners	553-1591	Cadet Patrick Ahern	Cadet	553-1591	553-1591	555 Seventh St., 2nd Floor	94103
John Parker	Citizens Complaints	553-1407	Barbara Attard	Senior Investigator	553-1400	553-1400	555 Seventh St., Rm. 252	94103
John Griggs	OPM	554-6822	Bob Badgley	Asst. City Engineer	554-8204	554-8204	Room 260, City Hall	94102
Todd Cockburn	Clean Water Program	554-8224	Bob Badgley	Asst. City Engineer	554-8204	554-8204	Room 260, City Hall	94102
Arlo Smith	District Attorney	553-1752	Briquet Bane	Office Manager	553-1895	553-1895	880 Bryant St., Room 322	94103
Martha Bell	Law Library	554-6823	Martha Bell	Head Librarian	554-6823	554-6823	Room 436, City Hall	94102
John Blithoff	Emergency Services	554-6552	John Blithoff	Director of OES	864-2761	864-2761	1003 Turk Street	94102
Mike Hennessey	Sheriff	554-7225	Betty Burton	Asst. Legal Council	554-7229	554-7229	Room 333, City Hall	94102
John McCosker	Steinhart Aquarium	750-7249	Joe Brennan	Director of Building Operations	750-7071	750-7071	Academy of Sciences, GCP	94118
Roy Eisenhardt	Calif. Academy of Science	750-7001	Joe Brennan	Dir. of Building Operations	750-7071	750-7071	Academy of Sciences, GCP	94118
Jeff Brown	Public Defender	626-6878	Jeff Brown	Public Defender	626-6878	626-6878	555 Seventh St., 2nd Fl.	94103
Edward Harrington	Controller	554-7462	John Burke	Personnel Director	554-7577	554-7577	Room 109, City Hall	94102

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Larry Cruz	Homeless	554-2670	Larry Cruz	Homeless Coordinator	554-2595 Room 205, City Hall	94102
Gordon Park-Ll	Municipal Court of S.F.	554-4521	Robert Carl	Chief Deputy	554-4514 Room 303, City Hall	94102
Fred Jordan	Juvenile Probation	753-7556	Terrance Daniels	Senior Management Assistant	753-7563 375 Woodside Avenue	94127
Lovell Davis	Relocations Appeal Board	749-2429	Lovell Davis	Dir. Special Projects	749-2429 770 Golden Gate Ave., 2 Fl	94102
Lou Turpen	Airport	876-2121	Dave Decherd	Director of Landslide Operations	876-2237 S.F. International Airport	94128
Bruce Jamison	Recorder	554-4173	Greg Diaz	Chief Deputy Recorder/ Mgmt. Asst.	554-4174 City Hall, Room 167	94102
Daniel McFarland	Dept. of Electricity	550-2720	Jack Donohoe	Communications Line Supervisor	550-2724 901 Markin Street	94124
Dean Macris	City Planning	558-6411	Milton Edelin	Deputy Director	558-6410 450 McAllister Street	94102
Loray Romlinger	Film Commission	554-6144	Robin Etchman	Assistant Director	554-6144 Room 205, City Hall	94102
Eunice Elton	Private Industry Council	621-6853	Roberta Fazzini	Personnel Officer	621-6853 1049 Market St., 4th Fl.	94102

Harry Parker	Fine Arts Museums	750-3661	Deborah Frieden	Project Manager	750-3612 Lincoln Park 94121
Paul Mankung	S. F. Conservation Corps	928-7322	Janet Gomes	Work Project Manager	928-7322 81dg. 111., Fort Mason 94123
Mr. Cline	Bureau of Light, Heat & Power	554-0728	Andrea Gourline	PUC Personnel	554-1690 287 City Hall 94102
Thomas Elzey	PUC	554-7316	Andrea Gourline	Mgr., Bureau of Personnel	554-1690 287 City Hall 94102
John Chow Winship	Art Commission	554-9671	Sonia Gray	Director of Community Arts & Education	554-9671 Golden Gate Park 94117
Tim Johnson	Parking/Traffic Comm.	554-9800	Kevin Hagerly	Director of S.F. Parking Authority	554-9810 25 Van Ness Ave., #410 94102
Tony Ribera	Police Dept.	553-1551	Officer Dan Hampton	Facilities Manager	557-6730 850 Bryant St. 94103
Erica Henri	Citizens Assistance	554-7112	Erica Henri	Director of CMC	554-7112 Room 160, City Hall 94102
David L. Gilmore	Housing Authority	554-1296	Evert Heyneman	Principal Planner	554-1308 440 Turk St. 94102
Andy Moran	Hetch Hetchy	554-0725	Shirley Mougin	Sr. Administrative Analyst	554-0794 1155 Market St. 94103
John Malish	Civil Service Commission	554-0722	Evelyn Hogan-Jackson	Affirmative Action Coordinator	554-6859 153 City Hall 94102
Ramon Cortines	Board of Education	241-6121	Rod Hong	Director of Personnel Services, SFUSD	241-6105 135 Van Ness Ave., #120 94102

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Joe Grubb	Rent Board	554-9567	Ray Cabezas/ Joe Grubb	Senior Accountants	554-9565 25 Van Ness Ave., #320 94102
Bob Feldman	Permit Appeals	554-6720	Catherine Johnson	Office Manager	554-6720 154-A City Hall 94102
Sharon Johnson	Status of Women	252-2570	Sharon Johnson	Executive Director	252-2571 1170 Market St., 6th Fl. 94102
Ted Dienstfrey	Mayor's Office of Housing	554-8777	Joe Latorre	Deputy Director	554-8788 10 U.N. Plaza, Ste. 600 94102
Mary Burns	Rec. & Park	666-7080	Tim Lillyquist	Assist. to General Manager	666-7080 McLaren Lodge, G. C. Park 94117
Anthony Lincoln	Mayor's Office of Children Youth and Families	554-8900	Anthony Lincoln	Director	554-8990 10 U.N. Plaza, Ste. 260 94102
Ray Baxter	Public Health Dept.	554-2600	Gloria Lowle	EEO Program Manager	554-2595 101 Grove St., #311 94102
Rudy Mothenberg	Chief Admin. Officer	554-4851	Joan Lubamersky	Assistant to the CAO	554-4851 City Hall, Room 289 94102
Ricardo Hernandez	Public Admin./Guardian	554-1164	Michelle McCabe	Assistant Public Guardian	554-1195 25 Van Ness Ave., #200 94102
Marvin Gelstlinger	Purchaser	554-6210	(Mr.) Ara Minasian	Financial Director	554-6215 270 City Hall 94102

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Jack Moerschbaecher	Convention Fac. Dept.	554-6178	Jack Moerschbaecher	Director	554-6178	City Hall, Room 271	94102
Louise Renne	City Attorney	554-4216	Harlan Morley	Deputy City Attorney	554-4263	Room 206, City Hall	94102
Theima Shelley	War Memorial	621-6600	Elizabeth Murray	Assist. Managing Director	621-6600	401 Van Ness Ave., #110	94102
Ed Helfeld	Redevelopment Agency	749-2400	James Nybakken	Personnel Officer	749-2401	770 Golden Gate Ave.	94102
Arlene Sauser	Adult Probation	553-1688	Lee Okamoto	Senior Personnel Analyst	553-1689	880 Bryant St., #700	94103
Clare Murphy	Retirement	554-1520	Jackie Pan	Senior Personnel Analyst	554-1584	1155 Market St., 2nd Fl.	94102
Germaine Hong	Registrar	554-7779	Aurora Pan	Division Manager	554-4397	City Hall - Room 158	94102
Joyce Ream	Commission on Aging	864-6051	Danielo Panglilan	Chief Fiscal Officer	864-6051	25 Van Ness St., #650	94102
John Mullane	Water Department	923-2467	Lee Payne	Asst. Customer Service Division Manager	923-2444	425 Mason St.	94102
Edwin Lee	Human Rights Commission	252-2500	Gail Roberts	Coordinator	252-2500	1170 Market St., #500	94102
Fred Postel	Fire Dept.	861-8000	Frank Scales	Assistance Deputy Chief	861-8000	260 Golden Gate Ave.	94102
Michael Huerta	Port	274-0401	Mait Siqueira	Architect	274-0555	Ferry Bldg, Ste 3100	94111

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Tom Delucchi	Real Estate	554-9850	Larry Jacobson	Real Property Officer	554-9853 25 Van Ness Ave., #400	94102
Joe Grubb	Rent Board	554-9567	Ray Cabezas/ Joe Grubb	Senior Accountants	554-9565 25 Van Ness Ave., #320	94102
Bob Feldman	Permit Appeals	554-6720	Catherine Johnson	Office Manager	554-6720 154-A City Hall	94102
Sharon Johnson	Status of Women	252-2570	Sharon Johnson	Executive Director	252-2571 1170 Market St., 6th Fl.	94102
Ted Diemstfrey	Mayor's Office of Housing	554-8777	Joe LaTorre	Deputy Director	554-8788 10 U.N. Plaza, Ste. 600	94102
Mary Burns	Rec. & Park	666-7080	Tim Lillyquist	Assist. to General Manager	666-7080 McLaren Lodge, G. G. Park	94117
Anthony Lincoln	Mayor's Office of Children Youth and Families	554-8900	Anthony Lincoln	Director	554-8990 10 U.N. Plaza, Ste. 260	94102
Ray Baxter	Public Health Dept.	554-2600	Gloria Louie	EEO Program Manager	554-2595 101 Grove St., #311	94102
Rudy Mothenberg	Chief Admin. Officer	554-4851	Joan Lehmarsky	Assistant to the CMO	554-4851 City Hall, Room 289	94102
Ricardo Hernandez	Public Admin./Guardian	554-1164	Michelle McCabe	Assistant Public Guardian	554-1195 25 Van Ness Ave., #200	94102
Marvin Geistlinger	Purchaser	554-6210	(Mr.) Ara Minasian	Financial Director	554-6215 270 City Hall	94102

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Jack Moerschbacher	Convention Fac. Dept.	554-6178	Jack Moerschbacher	Director	554-6178 City Hall, Room 271
Louise Renne	City Attorney	554-4216	Marian Morley	Deputy City Attorney	554-4263 Room 206, City Hall
Thelma Shelley	War Memorial	621-6600	Elizabeth Murray	Asst. Managing Director	621-6600 401 Van Ness Ave., #110
Ed Helfeld	Redevelopment Agency	749-2400	James Myrbacken	Personnel Officer	749-2401 770 Golden Gate Ave.
Arlene Sauter	Adult Probation	553-1688	Lee Okamoto	Senior Personnel Analyst	553-1689 880 Bryant St., #200
Clare Murphy	Retirement	554-1520	Jackie Pan	Senior Personnel Analyst	554-1584 1155 Market St., 2nd Fl.
Germaine Hong	Registrar	554-7779	Aurora Pan	Division Manager	554-4397 City Hall - Room 158
Joyce Ream	Commission on Aging	864-6051	Danielle Panglilinan	Chief Fiscal Officer	864-6051 25 Van Ness St., #650
John Mullane	Water Department	923-2467	Lee Payne	Asst. Customer Service Division Manager	923-2444 425 Mason St.
Edwin Lee	Human Rights Commission	252-2500	Call Roberts	Coordinator	252-2500 1170 Market St.
Fred Postel	Fire Dept.	861-8000	Frank Scates	Assistance Deputy Chief	861-8000 260 Golden Gate Ave.
Michael Huerta	Port	274-0401	Mait Seguelra	Architect	274-0555 Ferry Bldg, Ste 3100

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Julia Lopez	Social Services	557-6541	Sharon Tresekoff	Assistant to the General Manager	557-5809 170 Otis St., 8th Fl. 94102
Carl Bunch	Employee Relations	554-8720	Raul Ueno	Employee Relations Assistant	554-8997 1390 Market St., #220 94102
Ken Dowlin	Librarian	557-4236	Richard Walsh	Secretary to Library Commission	557-4245 Main Library-Civic Center 94102
Evan Meeth	Agriculture	285-5010	Evan Meeth	Agricultural Commissioner	285-5010 501 Army St., Rm 109 94124
Carl Friedman	Animal Control	554-6364	Ken White	Deputy Director	554-9410 1200 - 15th St. 94103
Doris Hard	Assessor	554-5504	Tomie Whitlow	Administrative Assistant to Assessor	554-5551 City Hall - Room 101 94102
Evan Dohelle	S.F. City College	239-3303	Dr. Jack Wilde	Director O.S.P. & S.	239-3054 33 Gough St. 94103
Johnny Stein	Municipal Railway	923-6212	Annette Williams	Mgr. of Accessible Services Program	923-6142 949 Presidio Ave. 94115
Randy Smith	Health Services	554-1701	Hendy Hong	Payroll Personnel	554-1700 1155 Market St., 3rd Fl. 94103
Ibad Brown	Tax Collector	554-4468	James Yung	Sr. Management Asst.	554-7870 City Hall - Room 107 94102
Mary Callanan	Treasurer	554-4478	James Yung	Sr. Management Asst.	554-7870 City Hall - Room 107 94102

Updated: 11/20/92

RULE 1(F)

F. Discrimination Complaints

1. Purpose

Pursuant to Charter Section 3.661, this rule establishes procedures to review and resolve allegations of discrimination on the basis of race, religion, sex, national origin, ethnicity, age, physical handicap, political affiliation, sexual orientation, ancestry, marital status, color, medical condition (cancer-related), or the conditions Acquired Immune Deficiency syndrome (AIDS) and AIDS related conditions (ARC). Any employee or applicant may file a complaint alleging that he or she has been discriminated against as a result of any employment decision made by any agency, department or commission of the City and County of San Francisco. The sole purpose of proceedings under this section is to provide a mechanism for the investigation and resolution of such charges of discrimination and to provide an appropriate remedy for the complainant where a determination is made that discrimination prohibited by this rule has occurred.

APPENDIX B

2. Filing a Complaint of Discrimination

Filing a complaint under this rule shall consist of the submission of a signed letter to the General Manager, Personnel, of the Civil Service Commission specifying those facts and reasons which support the charge. The letter of complaint must clearly state the basis upon which the charge of discrimination is filed and the specific adverse action about which the employee is complaining. The complainant bears the burden of proof and toward this end, should also provide supporting documents, names of witnesses and/or other facts that tend to corroborate the charge.

3. Filing Deadline Requirement

All such complaints must be filed, as specified above, within thirty (30) calendar days of the alleged discriminatory action or within thirty (30) calendar days of the date the complainant should have been aware of the alleged violation. The timely filing of said complaint under a specific Civil Service Commission approved departmental discrimination complaint procedure, where applicable, shall serve to satisfy this time requirement.

4. Discrimination Complaint Process

a. Upon receipt, the General Manager, Personnel, shall forward the complaint to the Assistant Secretary of the Civil Service Commission who shall forward copies of all such complaints to the San Francisco Human Rights Commission and to each member of the Civil Service Commission. The Civil Service Equal Employment Opportunity Unit (hereinafter EEO Unit) shall act on behalf of the General Manager, Personnel, for purposes of investigation, mediation, and/or any other resolution of all such complaints.

b. The EEO Unit shall contact the complainant for purposes of scheduling an initial intake interview and completion of the appropriate EEO complaint form. A copy of the complaint shall immediately thereafter be forwarded to the department against whom charges have been made.

c. Within ten (10) working days of written notification to the department being charged, the EEO Unit shall contact both parties to determine if resolution of the complaint is possible. Both parties are strongly encouraged to voluntarily attempt resolution of the allegations. The EEO Unit shall serve as a vehicle to mediate an amicable settlement where possible. Such an attempt shall not imply any determination of concession by either party with regard to the merit of the charges. Successful attempts at resolution shall result in a written agreement signed by both parties. A copy of said agreement shall be submitted to the General Manager, Personnel, for review. Subject to those limits prescribed by law, resolution agreements shall be implemented as soon as practicable.

d. Should the attempt at resolution fail, the EEO Unit shall conduct an investigation of the charges. Such investigative authority shall include the reviewing and obtaining of copies of relevant documents, interviewing individuals and such other activity as may be necessary to obtain information pertinent to the specifics of the charges. The investigation shall result in the submission of an Investigative Report or Recommendation of Dismissal to a panel of three persons of whom one shall be designated by the General Manager, Personnel, one by the Office of the Mayor and one by the San Francisco Human Rights Commission (hereinafter the Panel).

This Panel shall constitute the Civil Service Commission's designee for purposes of hearing and disposition of employment discrimination complaints.

i) Recommendation of Dismissal

Where it appears after investigation that the complaint clearly fails to constitute a violation of this rule, the EEO Unit shall prepare a Recommendation of Dismissal specifying the reasons therefor. Said recommendation shall be forwarded to the Panel for review, to the complainant, and to the department charged with the alleged violation. Within ten (10) calendar days of the postmarked date of the Recommendation of Dismissal, the complainant may submit in writing to the EEO Unit, any facts or reasons opposing the Recommendation of Dismissal. The complainant's submission shall be immediately transmitted by the EEO Unit to the Panel. As soon as practicable after the receipt of complaint's submission or the expiration of complainant's time for submission, the Panel shall in writing dismiss the complaint or deny the Recommendation of Dismissal specifying the reasons therefor. Copies of the Panel's determination on the Recommendation of Dismissal shall be forwarded, within five (5) working days of the ruling, to the complainant and the department involved. No evidentiary hearing shall be held on the Recommendation of Dismissal. The complainant may seek review of a Panel's dismissal determination by the Civil Service Commission. The procedure and time limit for requesting such review shall be in accordance with Section 1.03.F.4.d.(v) below.

ii) Investigative Report and Hearing .

Where it appears after investigation that corroborative evidence exists to warrant hearing of the charges, an investigative report shall be forwarded to the Panel and the hearing scheduled. Both parties to the complaint shall be given at least ten (10) working days notice of the date, time and location of the hearing. The complainant and the department shall have the right to have a representative at the hearing, call a reasonable number of witnesses, pose pertinent questions of opposing witnesses through the Chair of the Panel and present closing arguments.

The hearing shall be conducted in conformance with the Civil Service Discrimination Complaint Hearing Panel Procedures. A copy of these procedures may be obtained from the EEO Unit. The Panel shall issue written findings to both parties within thirty (30) calendar days of the conclusion of the hearing. When appropriate the findings shall include a remedy for the complainant which shall be enforced as soon as practicable. The determination of the Panel shall be final thirty (30) calendar days from the postmarked date of the written findings unless either party to the complaint seeks review by the Civil Service Commission. The procedure and time limit for requesting such review shall be those set forth in Section 1.03.F.4.d.(v) below. The final determination or settlement agreement reached under this rule shall be binding upon and enforced by every employee and appointing officer.

iii) Any challenge to the jurisdiction of the Panel to hear a complaint must be submitted in writing to the EEO Unit for transmission to the Panel within ten (10) working days of the date of the written notice of complaint sent to the department against which charges have been made.

iv) Subject to budgetary considerations, the proceedings shall be recorded by a Court Reporter. It is not required that a formal transcript of the proceedings be made. Should any party desire a formal transcript, that party shall bear the cost of obtaining the transcript. No attorney fees shall be provided to any party pursuant to proceedings under this rule.

v) Request for Review of a Panel Action

A request for review of a Panel dismissal determination or a decision after hearing may be filed in writing with the Assistant Secretary to the Civil Service Commission specifying the reasons therefor. The request for review must include, in detail, the specific issue(s) upon which the Panel dismissal or decision is challenged and must be received in the Office of the Assistant Secretary to the Civil Service Commission no later than thirty (30) calendar days from the postmarked date of the Panel's written dismissal or decision. Requests for review will be referred to the Civil Service Commissioners to determine if the Commission will agree to review the matter. The Commission shall render its decision within thirty (30) calendar days of the receipt of the request for review. If after consideration of the written request a majority of the Commissioners do not consent to hear the matter, the request is denied and the action of the Panel is final. If the Commission agrees to grant the request for a review, the matter shall thereafter be calendared. At any review the taking of evidence and oral arguments will be permitted only as the Commission may determine. The decision of the Civil Service Commission shall be final and no reconsideration shall be allowed.

5. Where the allegations underlying a timely-filed discrimination complaint also comprise the bases or are an element of a separate matter which is subject to hearing or determination by the Civil Service Commission in accordance with its Rules, the final determination reached under this rule shall constitute a Finding of Fact and the merits of the discrimination charge shall not be reheard.

6. Complaints relative to examination matters covered by Rule 3.04, 5.06 or the Office of Revenue Sharing (ORS) Compliance Agreement of July 1979 shall not be processed under this rule but shall be dealt with by the General Manager, Personnel, of the Civil Service Commission.

7. It shall be a violation of this rule to discriminate against, retaliate against or harass any employee or applicant because such employee has complained of or opposed any discrimination prohibited under this rule or has made a complaint, testified, supplied evidence, assisted or participated in any manner in any investigation, proceeding or hearing under this rule.

8. Any employee or applicant may file a complaint alleging that he or she has been retaliated against in violation of subsection F.7. of this rule and any such complaint shall be filed and processed in the same manner as other discrimination complaints under this rule.

9. Investigations, statements of witnesses and transcripts thereof taken pursuant to proceedings under this rule shall be used only for the purposes set forth in subsection F.4. of this rule and shall be held in confidence insofar as is practicable and fair.

10. This rule does not preclude an individual's right to file the same or similar complaint, under any approved city department, board, or commission discrimination complaint process, or with any state or federal regulatory agency, or to litigate for relief. Where there exists a specific Civil Service Commission approved departmental discrimination complaint procedure, the complainant may opt to utilize the procedure first or may directly complain to the Civil Service Commission in accordance with this rule. Where a timely complaint is filed with both the Civil Service Commission Equal Employment Opportunity Unit and an approved departmental discrimination complaint procedure, deferral shall be accorded to the departmental procedure unless the complainant indicates to the Equal Employment Opportunity Unit, in writing and within five (5) calendar days of the Equal Employment Opportunity Unit intake interview, that he or she want the departmental procedures to cease. In the event that the complainant elects to proceed under departmental procedures, the Civil Service Commission shall hold its investigation in abeyance, pending the outcome of departmental procedures. Complainant's opposing any finding of the department shall, within ten (10) calendar days of the issuance of the findings, request in writing to the Equal Employment Opportunity Unit that the Civil Service Commission reinstitute its procedures under this rule.

11. When a complaint filed under this rule is also filed with a state, federal or other agency duly authorized to investigate complaints of discrimination and to seek or impose relief, the Panel may determine that proceedings under this rule shall be suspended and deferral be accorded to that state, federal or other proceeding. When a charge of discrimination filed under this rule is also the subject or an element of litigation, proceedings under this rule shall cease and deferral be accorded to the court.

ADA DEPARTMENT DESIGNEES FOR RESPONSE AND PROCESSING FOR ACCOMODATIONS

<u>DEPARTMENT</u>	<u>DESIGNEE</u>	<u>PHONE NUMBERS</u>
Academy of Sciences	Kriss Nelson	750-7211
Adult Probation	Margaret Calder	553-1687
Aging, Commission on	Monty Martinez	864-6051 x20
Agriculture/Weights & Measures	Evan Weeth	285-5010
Airports Commission	Jim Ilnicki	876-2187
Asian Art Commission	Sherim Cole	668-6405
Assessor	Tommie Whitlow	554-5551
City Attorney	Delia Schletter	554-4317
City Planning Commission	Donna Casey	558-6380
City Treasurer	James Young	554-4476
Civil Service Commission	Eveyn Hogan-Jackson	554-6959
Community Development	Paul Imperiale	554-8925
Controller	John Burke	554-7577
District Attorney	Bridget Bain	553-1895
DPH - Affirmative Action	Sam Schindler	554-2598
DPH - Comm. Mental Health/Public Health	Rafael Centeno	554-2582
DPH - Laguna Honda Hospital	Dolores Blanding	664-2136
DPH - S.F. General Hospital	Rod Auyang	206-8626
DPW	James Moran	554-6010
Fine Arts Museum	Debbie Albuquerque	750-3673
Fire Commission	Chief Frank Scales	861-8000 x251
Health Service System	Wendy Wong	554-1700
Housing Authority	Ron Atkielski	554-1311
Human Rights Commission	Gail P. Roberts	252-2508
Juvenile Probation	Terry Daniel	753-7563
Med. Ex/Coroner	Joe Surdyka	553-1698
Municipal Railway	Kate Favetti	554-1630
Parking and Traffic	Alice Villagomez	554-9811
Permit Appeals, Board of	Katherine Johnson	554-6720
Police Commission	Lt. Mindy Pingle	553-9152
Port Commission	Alice Herndon	274-0493
Public Defender	Jeff Brown	626-6878
Public Library Commission	Diana Buchbinder	557-4585
PUC/Muni	Kate Favetti	554-1630
PUC/Water/Hetch Hetchy	Kathy Murray	554-1630
Purchasing and Services	Ara Minasian	554-6215
Real Estate	Dan Kennedy	554-9857
Recorder	Gregory Diaz	554-4179
Recreation and Park	Marsha Ramirez	666-7080
Redevelopment Agency	Jim Nybakken	749-2401
Residential Rent	Doris Charles	554-9566
Retirement System Board	Brian Narlock	554-1773
S.F. Unified School District	Dr. Hilda Beck	241-6013
Sheriff	Betty Bortin	554-7225
Social Services Commission	Gail Kuwamoto	557-5571
Status of Women (COSW)	Sharon Johnson	252-2570
Tax Collector	James Young	554-4468
War Memorial Board	Elizabeth Murray	621-6600

